

**Force Disclosure Unit**

Wiltshire Police HQ

London Road

Devizes

Wiltshire

SN10 2DN

Tel 101 ext 62005

www.wiltshire.police.ukdisclosure@wiltshire.pnn.police.ukDate: 11th March 2021

Your ref: FOI

Our ref: FOI 2021 / 166

Reply contact name is: Kerry Merritt

I write in connection with your request for information dated 22nd February 2021 concerning Police contact handling data.

I am required by the Freedom of Information Act 2000 to handle all requests in a manner that is blind as to the identity and motives of the requestor. Any information released as a response to a request is regarded as being published and therefore in the public domain without caveat.

Your request for information has now been considered and I am now able to respond as follows.

You wrote/Our response:

Question 1: Please state the number of 999 calls received by your force's control room in the period 1st April 2019 to 31st October 2020. Please breakdown the number of calls by calendar month. / **Question 2:** Please state the number of 101 calls received by your force's control room in the period 1st April 2019 to 31st October 2020. Please break down the number of calls by calendar month.

	101	999
	2019	2019
April	19675	7880
May	21149	8429
June	20584	8502
July	23897	9653
August	20805	9198
September	20899	8312
October	20809	8352
November	19603	8234
December	25441	8851
	2020	2020
January	24587	8415
February	24632	8375



INVESTOR IN PEOPLE

March	24019	7837
April	19735	6156
May	23936	7231
June	29196	7334
July	28488	8974
August	27040	9582
September	25726	8523
October	24106	8217

Question 3 a): Does your force have a website facility for the public to report crimes and incidents? Please indicate if it is the Single Online Home system.

Yes, during the period in question. From January 2021 some forms moved to Single Online Home.

Question 3 b): Please state the number of online crime/incident submissions received in the period 1st April 2019 to 31st October 2020? Please break down the number of submissions by calendar month.

5617 Online Crime Reports were received during the period

OCR

April 19 – 0

May 19 – 62

Jun 19 – 200

July 19 – 228

Aug 19 – 249

Sept 19 – 230

Oct 19 – 214

Nov 19 – 226

Dec 19 – 297

Jan 20 – 427

Feb 20 – 461

March 20 – 386

April 20 – 271

May 20 – 353

Jun 20 – 381

Jul 20 -374

Aug 20 – 398

Sept 20 – 464

Oct 20 – 396

Question 4: How many webforms did your force receive in total from the public via the force website (total of all contact including crime/incident reporting and general contact etc) in the period 1st April 2019 to 31st October 2020? Please break down the number of webforms by calendar month.

24,518 forms of all types received

April 19 – 507

May 19 – 571

Jun 19 – 700

July 19 – 804

Aug 19 – 799

Sept 19 – 836

Oct 19 – 876
 Nov 19 – 785
 Dec 19 – 797
 Jan 20 – 1057
 Feb 20 – 1167
 March 20 – 1212
 April 20 – 4912
 May 20 – 3206
 Jun 20 – 1513
 Jul 20 - 1070
 Aug 20 – 1114
 Sept 20 – 1341
 Oct 20 – 1251

Question 5: How many external emails from the public were received by the force in the period 1st April 2019 to 31st October 2020? Please break down the number of emails by calendar month.

Please note this question would be impossible to answer within the time limits and would undoubtedly trigger an absolute refusal, as we would have to contact every single department within the Force to find out if they have received emails from the public. This has been answered this way to avoid a section 12 refusal.

Question 6: b) How many social media posts did your force respond to in the period 1st April 2019 to 31st October 2020? Please break down the number of responses by calendar month and by platform eg Facebook, Twitter, Instagram etc

These figures cover all force social media accounts excluding the OPCC
All accounts DMs received

Month/Year	Facebook	Twitter
April 19	677	21
May 19	717	43
June 19	648	103
July 19	794	41
August 19	706	21
September 19	665	45
October 19	644	62
November 19	571	44
December 19	558	35
January 20	641	28
February 20	679	41
March 20	1330	68
April 20	2329	44
May 20	1742	55
June 20	1271	49
July 20	1766	20
August 20	881	33
September 20	832	14
October 20	881	18
Total	18350	785

All accounts DMs sent

Month/Year	Facebook	Twitter
April 19	534	9
May 19	553	45

June 19	487	90
July 19	606	30
August 19	574	15
September 19	501	38
October 19	524	57
November 19	461	45
December 19	449	23
January 20	491	26
February 20	528	39
March 20	1108	58
April 20	1947	39
May 20	1350	15
June 20	983	39
July 20	895	11
August 20	712	24
September 20	753	11
October 20	621	13
Total	14078	629

Question 7: What platform does your force use to manage social media contact with the public?

- a) Orlo
- b) Hootsuite
- c) Other

If 'other' please name the platform used: **We use Crowd Control**

Question 8: Does your force have the ability to manage all public contact (voice, text, social media, email, webforms and instant messenger/WhatsApp) in one platform and is it auditable?

Not at present

I am satisfied that all the relevant information has been passed to me and been considered in the light of your request within the time constraints applicable under the legislation.

Wiltshire Police would like to thank you for the interest that you have shown in the Force.

Yours sincerely,

Kerry Merritt
Disclosure Decision Maker

Wiltshire Police offers a re-examination of your case under its review procedure.



Force Disclosure Unit

Wiltshire Police HQ, London Road, Devizes, Wiltshire SN10 2DN
Telephone 101 ext 62005

Freedom of Information Request Appeals Procedure

1. Who Can Ask for a Review

Any person who has requested information from Wiltshire Police, which has been dealt with under the Freedom of Information Act, is entitled to complain and request an internal review, if they are dissatisfied with the response they received.

2. How to Request a Review

Requests for review of a Freedom of Information request must be made in writing to the:
Force Disclosure Unit
Wiltshire Police Headquarters,
London Road, Devizes,
Wiltshire,
SN10 2DN

Email at disclosure@wiltshire.pnn.police.uk.

The reference number, date of the request and details of why the review is being requested must be included. Requests for review should be brought to the attention of the Force Disclosure Unit within 20 working days of the Force's response to the original FoI request.

3. Review Procedure

Receipt of a request for review will be acknowledged in writing to include confirmation of the reasons for the review. The review will be conducted by another Decision Maker, who is independent from the original Decision Maker. The Force Disclosure Unit will set a target date for a response. The response will be made as soon as is practicable with the intention to complete the review within twenty working days. In more complex cases the review may take up to 40 working days.

The Independent Decision Maker will conduct a review of the handling of the request for information and of decisions taken, including decisions taken about where the public interest lies in respect of exempt information where applicable. The review enables a re-evaluation of the case, taking into account the matters raised by the complaint.

4. Conclusion of the Appeal

On completion of the review the Independent Decision Maker will reply to the complainant with the result of the review. If the complainant is still dissatisfied following the review they should contact the Information Commissioner to make an appeal. The Information Commissioner can be contacted via the following details:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 01625 545 700
Fax: 01625 524 510
Email: mail@ico.gsi.gov.uk